

Application No. 10/002,745  
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01703/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO  
Serial No. : 10/002,745  
Filed : November 2, 2001  
For : TECHNICAL SUPPORT SYSTEM  
Art Unit : 2153  
Examiner : Philip J. Chea

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Date of Deposit: April 14, 2005

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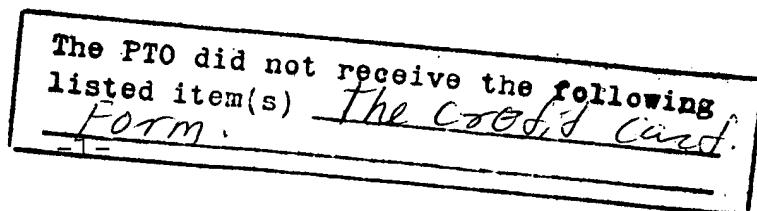
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S I R :

Submitted herewith is a form PTO/SB/08A listing five U.S. patent publications, and one non-patent publication, which were cited by the Examiner in related application Serial No. and 10/002,744.

A form PTO-2038 is enclosed to cover the USPTO fee of \$180.00 set forth under 37 CFR 1.17(p) for filing an IDS at this stage of prosecution (after issuance of a first Office Action). Authorization is given to charge any additional fees which may be required, or to credit any overpayment, to Account No. 06-1378.

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It is respectfully requested that the Examiner return an initialed copy of the attached form PTO/SB/08A to confirm that the publications listed thereon have all been considered and made of record.

Respectfully submitted,



Douglas Holtz  
Reg. No. 33,902

Dated: April 14, 2005

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<b>Substitute for Form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,745		
		Filing Date	November 2, 2001		
		First Named Inventor	Toshio UENO		
		Group Art Unit	2153		
		Examiner Name	Philip J. Chea		
Sheet	1	of	2	Attorney Docket Number	01703/LH

### U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		2002/0032672	A1	KEITH, JR.	03-14-2002	
		2002/0059369	A1	KERN et al	05-16-2002	
		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
		6,539,419	B2	BECK et al	03-25-2003	
		6,735,592	B1	NEUMANN et al	05-11-2004	
		6,802,042	B2	RANGAN et al	10-05-2004	

### FOREIGN PATENT DOCUMENTS

Exam Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

Examiner Signature		Date Considered	
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\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

DATE MAILED: **April 14, 2005**



<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,745
				Filing Date	November 2, 2001
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				Group Art Unit	2153
				Examiner Name	Philip J. Chea
Sheet	2	of	2	Attorney Docket Number	01703/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>					
Exam Inits	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>6</sup>
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998 ISBN 0-8186-8368-6, pages 136-142.			
Examiner Signature				Date Considered	

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